



## **HUMAN RESOURCES OFFICE U.S. EMBASSY DHAKA**

### **VACANCY ANNOUNCEMENT**

**ANNOUNCEMENT NUMBER - 61**

**OPEN TO:** All Qualified Candidates

**POSITION:** Telephone Operator, FSN – 4; FP- AA  
Depending on qualifications and experience,  
incumbent may be hired at a trainee grade.

**OPENING DATE:** September 12, 2006

**CLOSING DATE:** September 25, 2006 (before 4:30 p.m.)

**WORK HOURS:** Full-time; 40 Hours/5 days per week

**NOTE: ALL APPLICANTS MUST BE RESIDING IN BANGLADESH AND HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in Bangladesh is seeking applications for the position of Telephone Operator in the Switchboard Sub-Unit, Information Program Center.

**BASIC FUNCTION:** The incumbent is responsible for 24 hour telephone answering coverage of the Chancery switchboard under the direct supervision of the Telephone Supervisor.



## MAJOR DUTIES AND RESPONSIBILITIES:

+ H/She operates the Chancery switchboard, which contains 34 city trunk lines and 400 extensions. Transfer incoming calls to the appropriate offices.

+ Responsible to maintain logs of all trunk and local calls booked. Inform Telephone Supervisor about the defective trunk and IDD lines.

+ Answer queries of callers and directs them to the proper office, and maintain a continuously updated list of all Mission Office telephone numbers, American home telephone numbers, and all important local numbers.

## QUALIFICATIONS REQUIRED:

1. **Education:** Completion of Secondary School (S.S.C) education is a minimum qualification.
2. **Language Proficiency:** Level III (Good working knowledge) spoken and written in English & fluency in Bangla. English language proficiency will be tested at the time of selection.
3. **Prior Work Experience:** Four years of closely-related experience is desired.
4. **Knowledge:** General knowledge of handling telephone equipment or switchboards.
5. **Skills and Abilities:**
  - + Must be able to operate a digital switchboard.
  - + Good computer skills.

## SELECTION PROCESS:

It is essential that the candidates address the required qualifications above in the application. **Applicants who do not provide evidence that they meet the above qualification requirements may not be considered.** When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference.



### **ADDITIONAL SELECTION CRITERIA:**

1. Management will consider nepotism/conflict of interest, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed US Citizen EFMs who hold a FMA appointment or PSA are ineligible for advertised positions within the first 90 calendar days of that appointment.
4. Currently employed Not Ordinarily Residents (NORs) hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired on a When Actually Employed (WAE) work schedule.
5. The candidate must be able to obtain and hold a security clearance.

### **TO APPLY:**

Interested candidates are requested to submit the following:

1. **Bangladeshi candidates will submit the "Application for Employment as a Foreign Service National" form either By Hand with No Envelope or FAX at 9887825. Blank application forms are available at **Gate-1 (Reception booth)** and in the Human Resources Office, Ext. 2521.** A copy is also attached hereto for your convenience.



Application Form.doc

2. **Interested EFM, MOH, and local resident Americans are requested to submit a letter of application stating their interest along with updated OF-612 (Application for Federal Employment).** A copy is also attached hereto for your convenience.



OF-612.doc



**Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.**

**ONLY complete and up-to-date application form with an original photograph of the applicant will be accepted. Inaccuracies, omissions or false statements may be cause for disqualification or termination of employment. Information given on the application may be verified at anytime. CV's with any other documents (e.g. certificates, awards, copies of degrees earned) will not be accepted in lieu of the Application Form.**

**SUBMIT APPLICATION TO:**

**Human Resources Office**

**Attention: HRO**

**Address: Embassy of the United States of America  
Madani Avenue, Baridhara  
Dhaka – 1212**

**POINT OF CONTACT:**

**Human Resources Assistant**

Telephone # 885-5500, Ext: 2521

Fax # 9887825

**DEFINITIONS:**

**1.** EFM: US Citizen spouse or US citizen child who is at least age 18, and who, in either case, is on the travel orders of A U.S. citizen foreign or civil service employee or military service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad and under Chief of Mission Authority.

**2.** Member of Household (MOH): Foreign born spouses, dependent children, unmarried partners, parents, other relatives, or adult children who fall outside the department's current legal and statutory definition of EFM.

**NOTE:** *"Members of the same family (father, mother, spouse, child, brother, sister, uncle, aunt, first cousin, niece, nephew, grandparent or grandchild, in-laws or step-relatives) will not be employed at the same time in the same agency unless it is in the best interests of the Mission and approved by the Director of the agency involved. In no case will family members be employed in the same working unit of an agency."*



***The US Mission in Dhaka provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.***

Cleared by:

HRO: IPC: FMO: MGT/C